**JOB DESCRIPTION**

**Adult & Community Based Services**

**JOB TITLE:** Casual Library Assistant

**DIVISION:** Libraries

**GRADE:** Band 5

**RESPONSIBLE TO:** Library & Community Hub Officer

**POST REFERENCE:**  105299

**Purpose of Post**

To assist in the delivery of library and community hub services to meet the needs of the local community.

To provide casual cover at any library and community hub location and the vehicle delivered services

**Key Relationships**

The post holder will be required to relate to users of the library and community hub service in a pleasant and professional manner and develop effective working relationships with all staff.

He or she will work under the direction of the Library & Community Hub Officer.

**Main Duties and Responsibilities**

To carry out the full range of duties required in the day-to-day organisation and provision of library and community hub services to the community including:

1. Demonstrating excellent customer care skills when dealing with personal, telephone and e-users of the service, and resolving their requests and enquiries in a friendly and efficient manner.
2. To work in any library or section of the service, including the vehicle delivered services, assisting users to access the full range of facilities and services as required.
3. Assisting in aspects of children's work as required, including the delivery of story-times, class visits and other related activities.
4. Taking responsibility in the absence of the Library and Community Hub Officer, for the security and supervision of the library building and its assets, including cashing-up procedures, statistical returns and records, stores and equipment. This will also include dealing with disruptive users of the service, where appropriate.
5. Promoting and encouraging use of the library and community hub service and its facilities and participating in library events.
6. Carrying out general administrative and housekeeping tasks including stock management, shelving of books, clerical work and other duties as required to ensure the library service runs safely and efficiently.
7. Responding positively to change and participating fully in the implementation of service developments and undertaking appropriate training.
8. Undertaking the above duties in accordance with Hartlepool Borough Council’s procedures and in a safe working manner, keeping accurate and appropriate records as required.
9. Carrying out any other duties of a related nature which might reasonably be required and allocated by the Library & Community Hub Officer or their deputy.

Changes

Over time Council services change and develop. This can impact upon the main duties and responsibilities of the role, and subsequently the post holder, who will be required to adapt. Any changes will be appropriate to the grading of the post and will be made in discussion with the post holder.

Date: August 2018

**HARTLEPOOL BOROUGH COUNCIL IS COMMITTED TO SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS. IF THIS POST IS SUBJECT TO SAFER RECRUITMENT MEASURES THEN A DISCLOSURE AND BARRING SERVICE (DBS) CHECK WILL BE REQUIRED.**